AMENDMENTS TO THE CLAIMS:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

Please amend the claims as follows:

1.-6.   (Canceled)

7.   (Currently Amended) A method of providing troubleshooting assistance for use of a communications device of a computer system, comprising:

at the computer system, utilizing a computer-implemented application to perform one or more checks on the computer system and communications device, wherein the computer-implemented application automatically runs during operation of the computer system to provide an on-going troubleshooting service wherein the computer system includes an external network;

at the computer system, detecting from the one or more checks whether there is a problem related to operation of the communications device with the computer system;

at the computer system, locating a troubleshooting tip corresponding to the problem detected from the one or more checks; and

at the computer system, displaying the located troubleshooting tip.

8.   (Original) The method of claim 7, wherein the one or more checks includes checking a connection between the computer system and the communications device.

9.   (Original) The method of claim 7, wherein the one or more checks includes checking operational parameters of the communications device.

10.   (Original) The method of claim 7, wherein the communications device is a digital subscriber line modem.

11.-14.   (Canceled)

15.   (Previously Presented) A method of providing troubleshooting assistance for use of a communications device of a computer system, comprising:

at the computer system, utilizing a computer-implemented application to perform one or more checks on the communications device;

at the computer system, utilizing the computer-implemented application to detect from the one or more checks whether there is a problem related to operation of the communications device that a re-start may solve;

at the computer system, utilizing the computer-implemented application to initiate the re-start of the communications device upon detecting that there is a problem that the re-start may solve;

at the computer system, utilizing the computer-implemented application to detect whether the re-start of the communications device solved the problem; and

at the computer system, utilizing the computer-implemented application to re-set the communications device upon detecting that the re-start failed to solve the problem.

16.   (Currently Amended) The method of claim ~~14~~ <u>15</u>, wherein the communications device is a digital subscriber line modem and the problem that a re-start may solve is a failure of a transceiver to synchronize.

17.-36.   (Canceled)

37.   (Previously Presented) The method of claim 15, wherein the communications device is a digital subscriber line modem and the problem that a re-start may solve is a failure of a transceiver to synchronize.